

Shared Service Centre



Since July 2020, SK Business Service LLP functions as a shared service centre of Samruk-Kazyna JSC.

This role was approved under the Transformation Programme adopted by the Council for Modernisation in the Organisations of Samruk-Kazyna JSC Group on 28 May 2020 to improve the efficiency of key business by centralising non-core functions of Samruk-Kazyna JSC and the Group of companies into a shared service centre.

The Company currently fulfils a number of key functions within the Fund including:

- SAP Customer Centre of Expertise;
- Single Operator of the Privatisation Programme;
- Organisation of centralised archiving of documents.

The Company holds a 51% interest in its subsidiary, QazCloud LLP, (49% is owned by Daneker Sala LLP). QazCloud LLP provides a wide range of IT services, including IT infrastructure support and modernisation, lease of virtual IT resources and protection of the Fund's information data.

The Company also has a 50% interest in the authorised capital of its subsidiary Soft Art LLP (40% owned by SA Consult LLP and 10% owned by D.A. Bekteleuov). Soft Art LLP carries out activities in the field of engineering, consulting, leasing, marketing, management, know-how, real estate operations (sale, lease), production and sale of construction materials and others.

The excess of net profit in 2024 was due to a number of factors. The main ones were the increase in revenues from outsourcing services of business processes of personnel administration and centralised archiving of documents provided by the Company, as well as successful implementation of new projects of the subsidiary, QazCloud LLP.

As of 31 December 2024, the Company served 4,900 employees of NC KazMunayGas JSC, Munaitelecom LLP, Oil Construction Company LLP, PNHZ LLP, QazCloud LLP, MangistauEnergoMunai LLP, KMG Engineering LLP and branch, Samruk-Kazyna Contract LLP, Samruk-Kazyna Ondeu LLP, and Tau-Ken Samruk NMC LLP.

SERVICES OF THE SHARED SERVICE CENTRE

Since its establishment, the Shared Service Centre has been actively developing and expanding the range of services provided to the Fund's companies and the Fund itself. The key services provided by the Shared Service Centre include:

- Administrative support;
- Written translations;
- Employee transportation;
- Supporting the work of executives;
- Procurement support;
- HR Services;
- Accounting and tax accounting;
- Legal support;
- Safety;

- IT security;
- Other functions.

At the initiative of the Fund, the activities of the CLC were expanded through the transfer of business process outsourcing functions from Samruk Business Academy private institution. This includes:

- Administering payroll calculations and payroll;
- Recruitment administration;
- HR administration;

The Company serves more than 4,900 employees in new areas and has two regional service centres in Pavlodar and Aktau.

KEY PERFORMANCE RESULTS 2024

Financial indicators, '000 KZT	2023	2024
Revenues	17,991,616	19,270,916
Cost price	-15,549,459	-16,638,726
General administrative expenses	-1,093,322	-1,175,330
Revenues before tax	1,159,239	1,295,279
Net profit	954,501	1,070,751
Dividends paid to the sole participant	177,464	400,000

CENTRAL DOCUMENT ARCHIVING

By the decision of the Council for Modernisation in the Organisations of Samruk-Kazyna JSC Group dated 10 December 2020, the Company was designated as an operator for the implementation of the project, Centralised Document Archiving (CDA), which includes the portfolio companies, subsidiaries and affiliates of Samruk-Kazyna JSC.

In December 2022, the Electronic Archive information system (EA IS) was transferred by contribution to the authorised capital of the Company from Samruk-Kazyna JSC.

Under the CDA programme, the Company operates in five areas, including the provision of access to EA IS.

As of 31 December 2024, access to the EA IS was provided for 9 companies of Samruk-Kazyna JSC Group, during the year provided services to 13 companies of Samruk-Kazyna JSC Group under the CDA project.

In 2024, the total amount of concluded service contracts totalled KZT 467 million.

SAP CUSTOMER CENTRE OF EXPERTISE

The Company was designated as the Operator under the Agreement on granting rights of use and provision of software maintenance services No. 122 concluded on 30 December 2015 between Samruk-Kazyna JSC and SAP Kazakhstan LLP (SAP Agreement).

The Operator enters into contracts with the portfolio companies, subsidiaries and affiliates of Samruk-Kazyna JSC for distribution and technical support of SAP licensed software owned by Samruk-Kazyna JSC, as well as ensures compliance with the terms and conditions of the SAP Agreement in accordance with the SAP Software Licence Trust Agreement No. 630-i concluded on 20 December 2016.

The perimeter of the SAP Agreement covers 25 companies of the Samruk-Kazyna JSC Group.

The functions of the SAP Customer Centre of Expertise include:

- Software support service;
- Licence management;
- Contract administration;
- Consulting;
- Coordinating requests for software enhancements or modifications;
- Information management;
- Conclusion and maintenance of lease agreements and contracts for technical support services (with companies of Samruk-Kazyna JSC Group);
- Licence audits.

SINGLE OPERATOR OF THE PRIVATISATION PROGRAMME

By the decision of the Management Board of Samruk-Kazyna JSC dated 14 October 2021, the Company was determined as the Single Operator in accordance with the Rules of Asset Transfer in a Competitive Environment. The Company has developed and put into operation the Automated Database of Realised and Realisable Assets information system (ADRRRA IS).

By the end of 2024 the information on assets listed in the Resolution of the Government of the Republic of Kazakhstan On Certain Aspects of Privatisation 2021–2025 No.908 dated 29.12.2020 is collected in ADRRA.

At the end of the year, the representatives of the Single Operator took part in 23 meetings of the Commissions of the Industry Companies on the sale of assets and in 18 meetings of the Project Office of Samruk-Kazyna JSC in order to ensure compliance with the Order and procedures for the transfer of assets to the competitive environment, provided by the Rules.

As part of the objective to reduce government participation in the economy, a decision was made to liquidate SK Business Service LLP.